

# Mike Vanbuskirk – Resume

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**Located**

Seattle, WA

**Email**

mvanbus43@gmail.com

## Core Technical Skills

### ■ Operating Systems

**Linux/Unix** - CentOS, RHEL, Solaris, Debian/Ubuntu, XenVM, Amazon Linux

**Windows** - Server 2008/2012

### ■ Programming/Scripting

**BASH/Shell** - Automation & system administration

**JSON** - Configuration file management

**Javascript** - Client-side scripting/interface

**Python** - Hardware device configuration & system administration

**HTML/CSS** - Content mark-up

**LaTeX** - Document creation & typesetting

### ■ Applied

**Networking** - Global-level DNS configuration & traffic management, load-balancer configuration & support, routing modification, VPN configuration & support

**Application Support** - Support & management of highly available applications in cloud, CDN & e-commerce infrastructures

**Development Technology** - DVCS(Git), continuous delivery, auto-scaling, environment deployment

**Project Management** - Agile/SCRUM

**Debugging/Troubleshooting** - Log analysis, application debugging, file dump analysis, HTTP header/response debugging, hardware failure analysis

**Service** - Tier-1 event management & response, configuration change support, ticket & queue handling, documentation management, PKI & general authentication support

## Education

**2009-2012** BSc Networks Design & Management - Western Governors University

## Employment History

**Jan 2016 -** Amazon, Seattle, WA - United States

**Present** *Technical Operations Team Lead*

- Team Lead for Seattle-based Technical Operations Support Team.
- Integrated as part of management team.
- Ensure team of 15 engineers is delivering on SLAs and operational goals.
- AGILE based project management and roadmap planning.
- Point of escalation for ongoing service/event issues.
- Ongoing engagement and project management with other service teams within Amazon.

- Sep 2014 - Present** Amazon, Seattle, WA - United States  
*Technical Operations Support Engineer / Support Engineer III*
- Tier-1 event management, application & service support, configuration, monitoring, and automation across one of the largest e-commerce & cloud platforms in the world.
  - Deployed code in continuous delivery to production monitoring system utilized globally by internal Amazon teams.
  - Helped define 1st-tier engagement policies for event response.
  - Supported & configured multiple highly-available applications and services.
- Sep 2013 - Aug 2014** Level 3, Tulsa, OK - United States  
*CDN/NOC Technician*
- Monitor and maintain many thousand node global CDN platform, including highly available storage and streaming applications.
  - Tier-1 event management & response(including 3rd party vendor engagement), real time alert analysis, triage, and application support.
  - Provided analysis and debugging output to Tier III engineering teams identifying a critical bug in global Java application.
  - Developed scripting to identify nodes approaching critical via historical alarm & monitoring data analysis.

■ **Additional Experience Highlights**

**Synergy Services** - Contract CDN Technician - Tulsa, OK

*Jun 2013 - Sep 2013*

Rapid training and successful transition to full-time direct-hire monitoring technician with single responsibility inside the Level 3 CDN.

**Tech Specialties** - CEO/Consultant - Stillwater, OK

*Feb 2010 - Sep 2014*

Provided IT consulting and support for small/medium business clients. Full ownership of project design, sale, implementation, and support.

**Petra** - Sales Acquisition Rep - Edmond, OK

*Nov 2009 - Jan 2010*

Managed 1600 active and non-active accounts for national electronics wholesaler. Advised clients on marketing and profitable product strategies. Returned multiple accounts to purchasing status.

**OfficeMax** - Business Development Manager - Norman, OK

*February 2009 - October 2009*

Managed 300 small/medium business accounts, including acquisition and development of new accounts. Exceeded both new business and current business goals in successive quarters.

**Dell Computers** - Inside Business Sales - Oklahoma City, OK

*September 2006 - December 2008*

Inside business sales for one of the largest computer companies in the world. Consistently exceeded quota and progressed internally to relationship account roles.

**Ad Specialties of Stillwater** - Customer Relationship Manager - Stillwater, OK

*August 2005 - August 2006*

Performed multiple duties including IT support, sales, accounts & billing, copy-writing, graphic design, and marketing. Helped fulfil promotional product orders on multiple national campaigns.

**Convergys** - Customer Service Representative - Moore, OK

*August 2005 - August 2006*

Provided support for billing and technical issues for national broadcast/content provider, including qualifying sales opportunities.